



*Iowa Utilities Board*

**NEWS**

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## **Iowa Utilities Board urges telecommunications customers to review service agreement with their land-line telephone service provider**

(Des Moines) – In the past, land-line telecommunications services have been regulated by tariffs filed with the Iowa Utilities Board by telecommunications companies. As a result of Iowa legislation (SF 2195) passed in 2014, telecommunications companies will no longer file retail tariffs with the Board; they will be replaced by customer service agreements between companies and their customers. These agreements may be maintained on the companies' websites or they may be mailed to customers upon request.

Customers should carefully read the agreement provided by their current land-line telecommunications provider and decide if they wish to continue with that provider under those terms and conditions. The competitive nature of the telecommunications industry today gives customers a choice of providers and terms and conditions.

Customers will continue to be able to contact the Iowa Utilities Board if they have quality-of-service problems. Complaints in this category include issues in establishing telephone service, telephone service line quality, cut or temporary lines, dropped calls or calls not connecting, and billing problems including questionable fees, disconnection, etc.

Telecommunications customers who are unable to resolve issues with their telecommunications service provider or who have questions about utility service rules and requirements are encouraged to contact Utilities Board Customer Service staff toll-free at 877-565-4450 or at [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov).

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*The Iowa Utilities Board regulates utilities to ensure that reasonably priced, reliable, environmentally responsible, and safe utility services are available to all Iowans.*

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